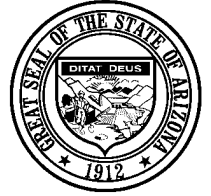


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Proceeds Coordinator Phone Numbers

We are having a difficult time trying to contact some of the Proceeds Coordinators by the phone number they list on the financial report. We need to have a phone number where we can reach them during normal business hours: Monday through Friday, 8:00 AM to 5:00 PM. If we discover a problem while processing your financial report

that could be handled over the phone, we need a daytime phone number that will help us serve you better. If we can not reach the Proceeds Coordinator, our only alternative is to return the report so that it can be amended. Please list the home number or work number where you can be reached during daytime hours.

Changing the Location of Your Bingo Games

If you are planning to transfer your games to another location, here's the procedure:

1. Notify us in writing of your intent to change game locations.
2. We will mail you a *Change of Location* form to be filled out and returned and our *Endorsement by Local Governing Body* form, which you must submit to your local governing body.

3. Upon receipt of the approved *Endorsement by Local Governing Body* form and the *Change of Location* form, another license will be issued showing the new game location.

The transfer is not effective until the new license is issued. These procedures are for permanent location changes only: A.R.S. § 5-403.1, prohibits temporary transfers of location.

Suspension of Games for the Summer Months

Remember, if you intend to suspend your games for the summer months or anytime, you must notify us in writing. Please give us the last date you plan to play and your projected start

date. If you have a Class B or C license, you must continue to file your financial reports when due, even though you are not actually playing.

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Annual Customer Survey Results

Annually we conduct a survey to determine if the service provided is meeting the needs of the public and our licensees. In November, we included a survey with the renewal applications mailed to every licensee renewing on December 31, 2001. Those licensees renewing at other times of the year received their survey in October by regular mail.

We asked for comments on how easy it was to contact Bingo personnel; was our response accurate and timely; and were we courteous and willing to help. We also asked for written comments or opinions on how we could improve our service. Much to our surprise, we discovered that we were neglecting an important segment of our population: the hearing impaired, therefore, we published in the January 2002, *Bingo Review*, the Telecommunication Device for the Deaf (TDD) phone numbers to the department. The department has procedures in place to accommodate the deaf and hard of hearing anytime they call. Those numbers are; (602) 542-4021 and toll-free, 1-800-397-0256.

We also received numerous comments questioning the need to notarize affidavits. We recognize that this has been a problem for many of you so we are taking action to eliminate it. The requirement is in



***Bingo Staff From Left to right front row
Lupe Bejarano, Loraine Mata, Deborah Cluff
From left to right back row Ralph A. Young,
Richard Pittman, and "Sam" Martin***

the rules governing the playing of bingo games and cannot be removed without amending the rules. A five-year review of the bingo rules is in progress and should be completed by late summer. If the rule change is approved, the requirement will be dropped immediately.

We are pleased to report that 97% of the surveys we received rated our service at 4 or above. Our overall average was 4.81, on a scale of 5 being completely satisfied. We will be trying harder this year to improve your satisfaction. Like most of you responding to the survey, we take the survey very seriously. We have read your comments and made changes where needed. Thank you for your sincerity and support.

Worker Affidavits

When filling out worker affidavits, make sure you complete the following: 1.) Check the box for the position/s the new worker will be filling; 2.) Make sure the date the worker joined your organization is listed; 3.) Make sure the phone numbers provided are correct; and, 4.) Make sure the affidavit is signed and notarized. Until the rule change is approved, affidavits must be notarized. We will accept an affidavit by FAX as long as you mail the original to us within 5 working days.

Sale of Liquor During Bingo Games

In recent weeks we have been inundated with questions regarding the sale of liquor during bingo games. The bingo laws only cover one specific action: ***you cannot offer liquor as a prize***. If your organization has a liquor license, there is nothing in the bingo law that prohibits a bingo licensee from selling or permitting alcohol to be consumed during bingo games. Also, the liquor laws governing private clubs do not prohibit playing bingo in the club's lounge area. Remember that the liquor laws have restrictions as to who can purchase alcoholic beverages under the club's liquor license.

Former Bisbee American Legion Officer Pleads Guilty To Filing False Financial Reports

During a bingo compliance review of the American Legion in Bisbee, a Tucson Bingo Investigator discovered that Fred Bagley, the financial officer and bingo proceeds coordinator for the Legion, was incorrectly preparing game verification records and failing to accurately account for all expenditures from the bingo checking account. Subsequent investigation conducted revealed that hundreds of dollars were misappropriated from the bank account. In order to conceal the theft, Fred Bagley had filed

falsified financial reports with the Department of Revenue.

The case took more than a year to get on the court calendar for a trial. Two days before the scheduled jury trial was to begin, Mr. Bagley pleaded guilty to filing false reports, a class 3 misdemeanor. At the court's discretion, Mr. Bagley could receive jail time and/or a fine set by the Judge.

Heightened Security Measures

After the attack on America in September, the state took steps to increase the security of all state buildings. The safety of everyone visiting or working in a state building is of paramount importance to Governor Hull.

As a result, visitors to the Department of Revenue and employees are now required to pass through a metal detector. Firearms are not allowed in the building except for those carried by law enforcement officers. All packages, purses, brief cases, etc. are subject to search by armed guards. Visitors must sign-in with the receptionist in the lobby and are issued a visitor's badge that must be worn on their clothing in plain sight. Visitors are not allowed access to the upper floors without an escort from the area they plan to visit. After completion of business, the visitors are escorted back to the lobby where they must return their visitor's badge and sign out.

The events of September 11th have changed our world forever. Although these procedures are inconvenient, they are designed for the safety of all. Thank you for your cooperation.



Corresponding With DOR

Please remember to put your bingo license number on everything you send to us. Whenever you make changes to your license; e.g., canceling a game, changing a game start time, adding another game day,

adding or deleting personnel, etc. we need your bingo license number on the document. It helps us to locate your file without having to look up your license number.